

GENERAL STEPS OF GRIEVANCE

Receiving Grievance

All Grievances received through the APP's reporting channel will be registered into the database system for identifying the concern and perform Triage/preliminary activity.

Triage

During this phase, officer gathers information and evidence from the Reporter, such as any relevant evidence related to the concern. Where the result of Triage, there is no valid information provided or no response/feedback by the Reporter within 25 (twenty-five) business days, the Grievance will be closed.

Management Action

- Grievance Sub-Committee Send the grievance document to related division based on your issues.
- Receiving Division/Department as mentioned will perform the preliminary action to resolve the Grievance.
- Preliminary checking (Desktop studies, etc.)
- Verification (data verification, field verification).
- Preparation of Action Plan
- Agreed action plan submitted for approval
- Once approved, action plan should be implemented and monitored.
- Grievance Closed and recorded by respective department.

Timeline for Management Action is subject to agreed between reporter and officers. However, 35 to 75 business days are considered to be the most appropriate timeline.

Grievance Flow

